

Client Programs and Services Survey

Q3 2022 Results

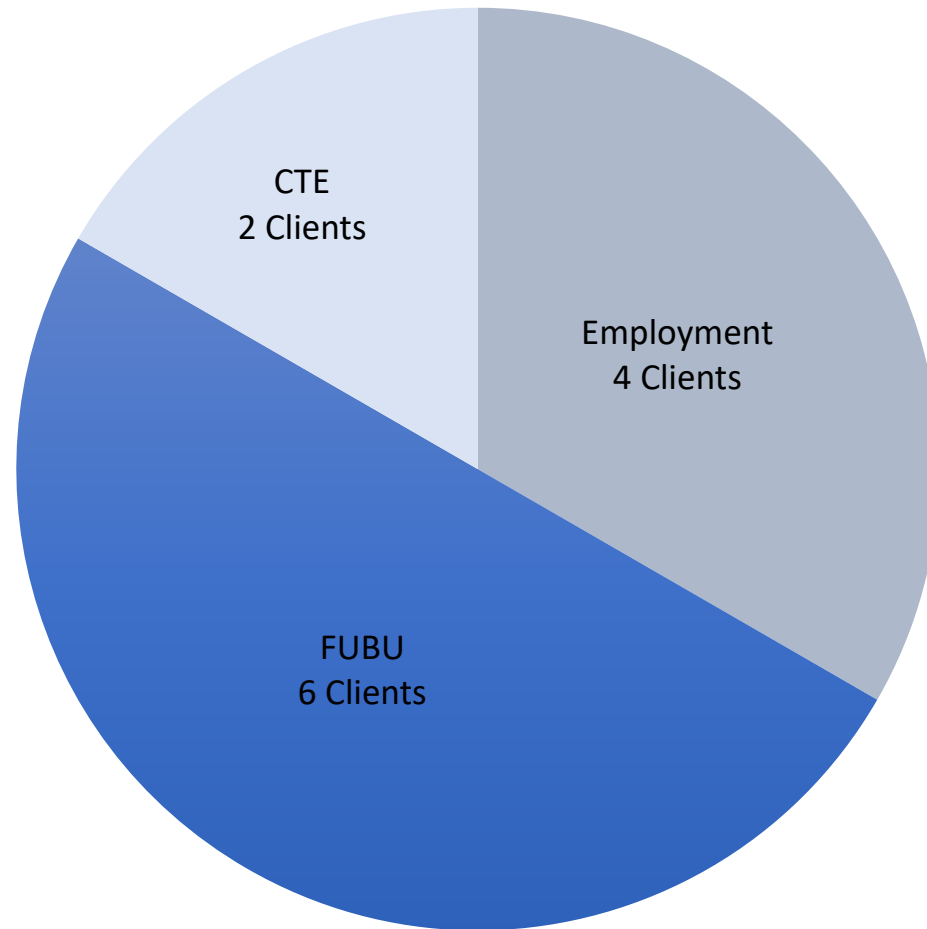
July 1, 2022 – September 31, 2022



Response Summary

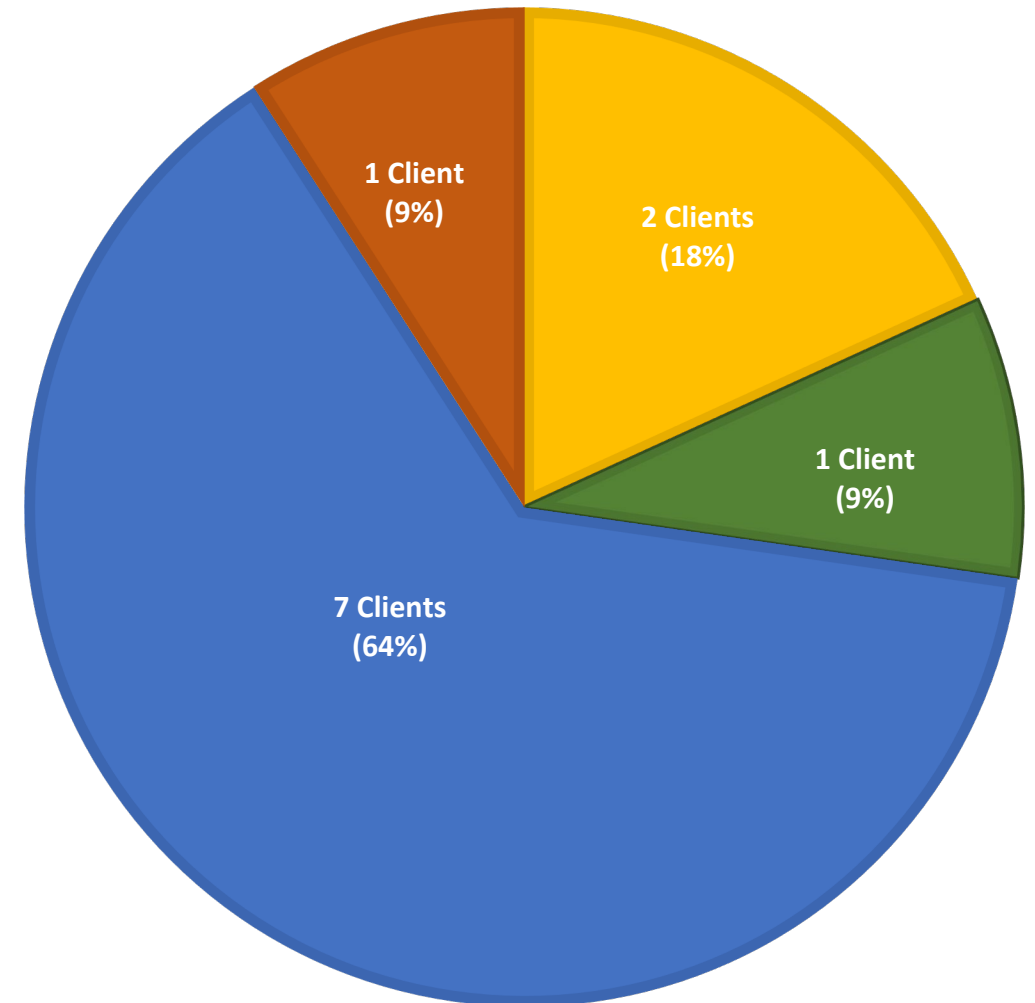
- Valid Surveys
 - 100% of surveys were paper administrations (N=13)
 - 12 surveys were valid
 - 1 survey was rejected for multiple selection on item 1

What program or service are you providing feedback about today?



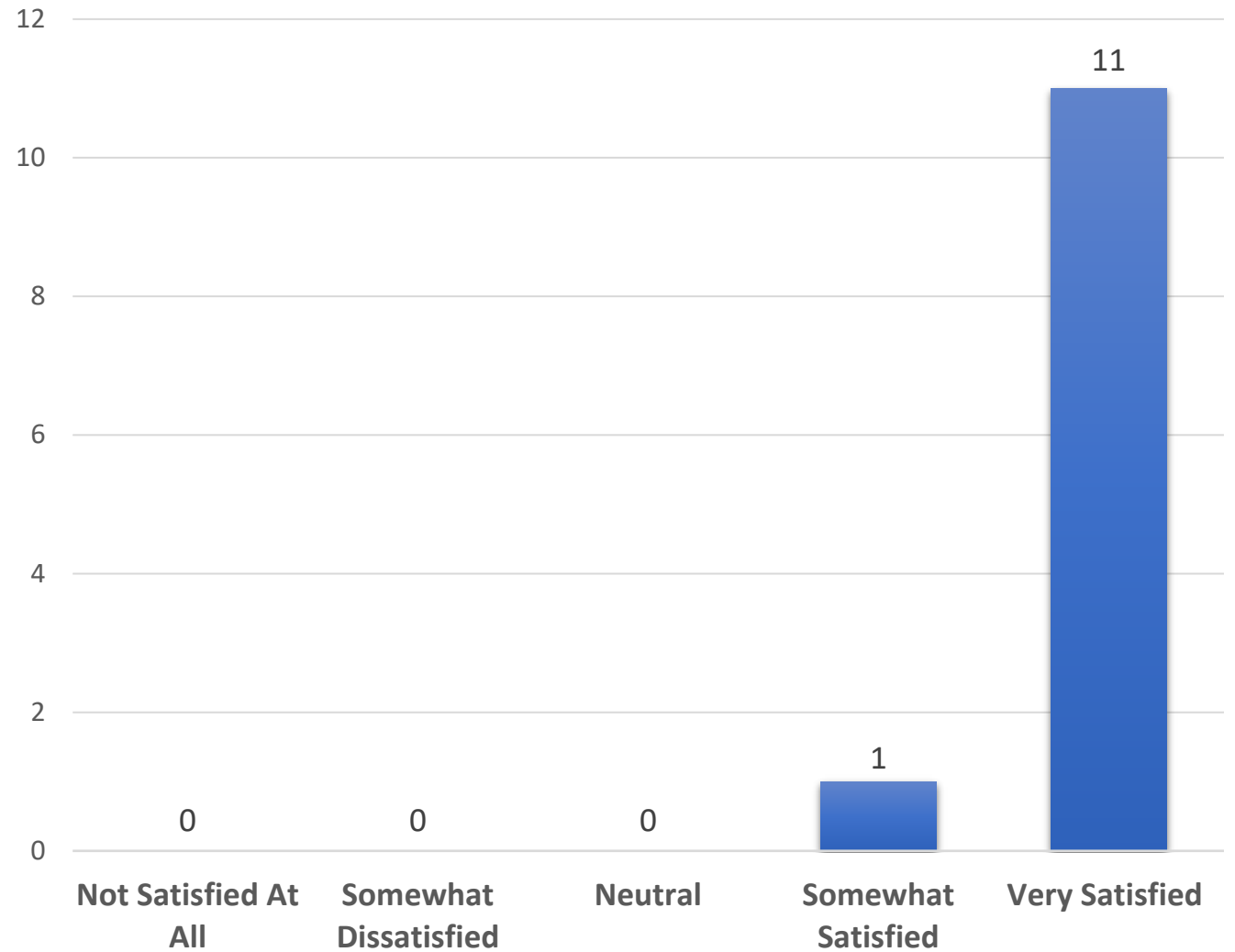
How were you referred to the program or service?

- I contacted the provider directly
- Probation officer of the day
- My probation officer
- Provider case manager



Missing data for respondent (n=1)

How satisfied were you with the referral process?



How long did it take for the provider to enroll you in the program/service?

Between 6 months and a year from the date I was referred

0

Between 1 and 6 months from the date I was referred

0

Between 1 week and 1 month from the date I was referred

2

Less than a week from the date I was referred

10

0

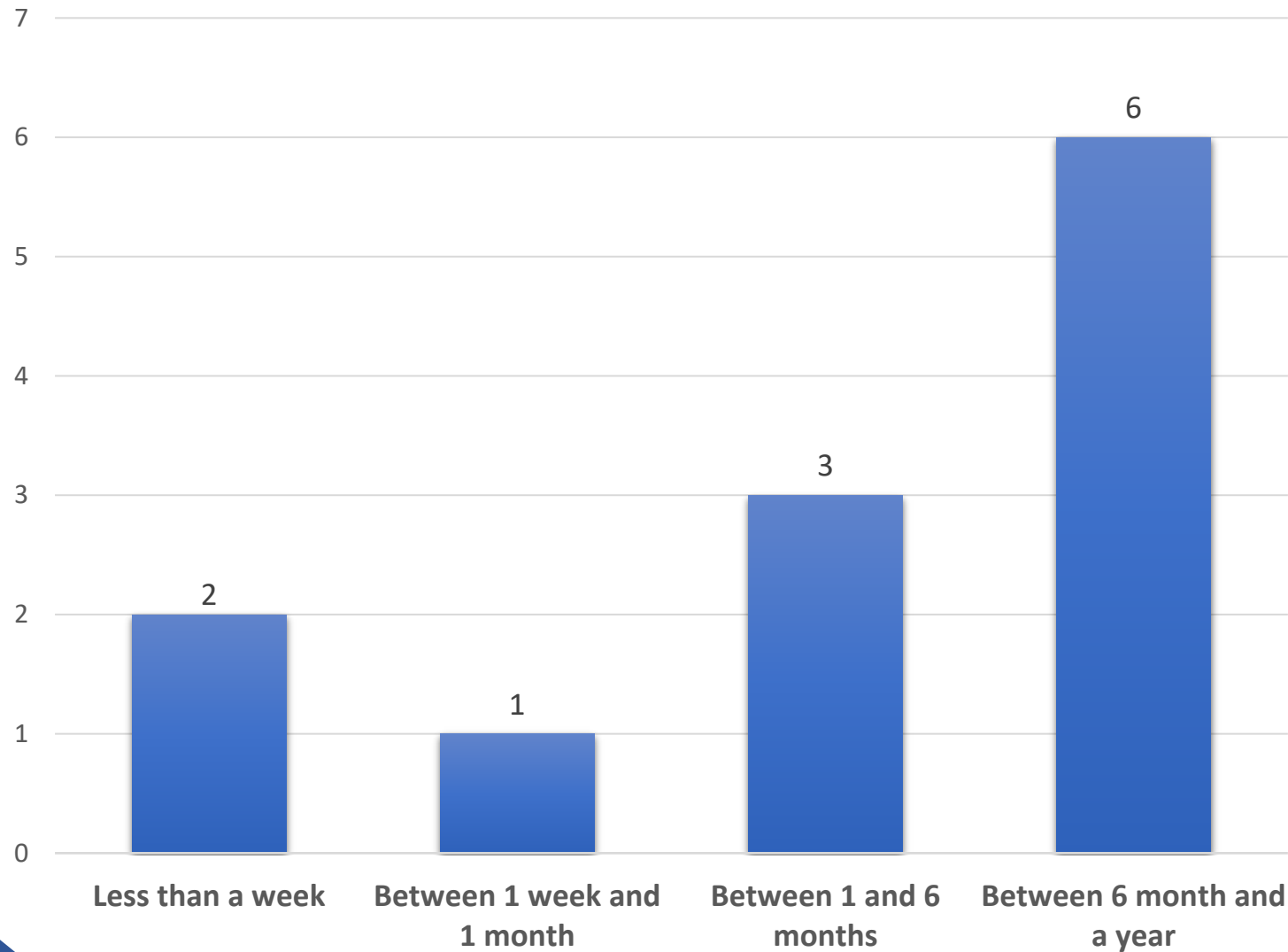
5


10

15

20

How long did you participate in the program/service?



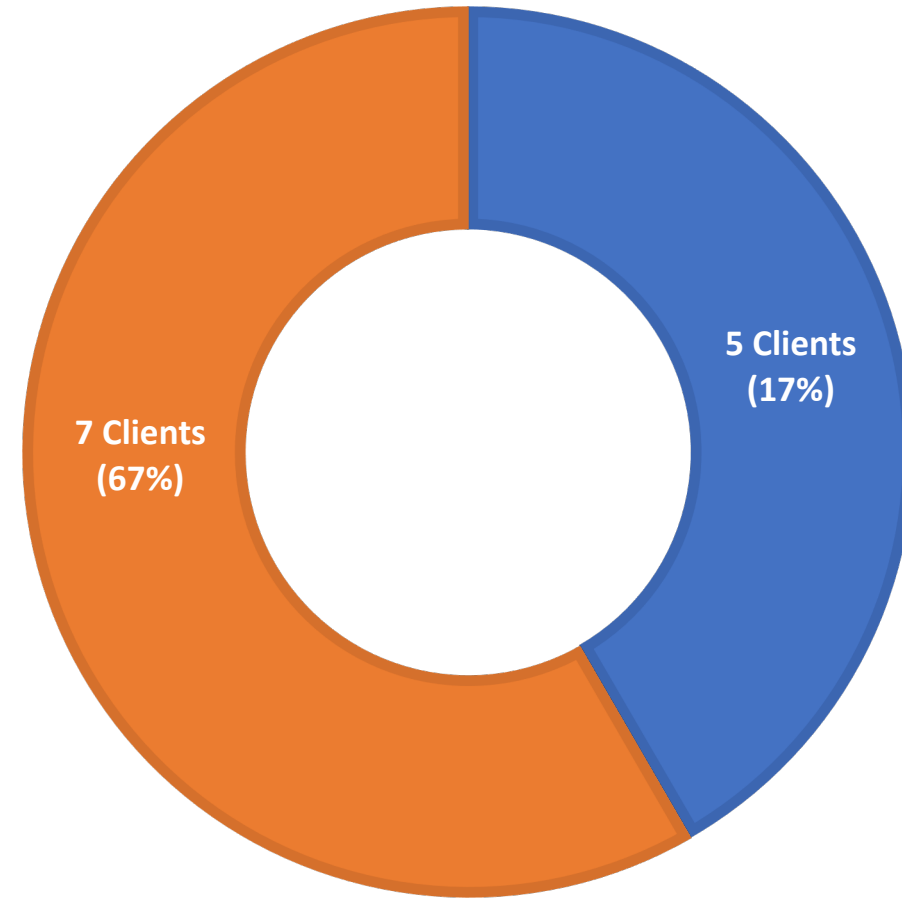


Did you find the
program/service
to be useful for
you?

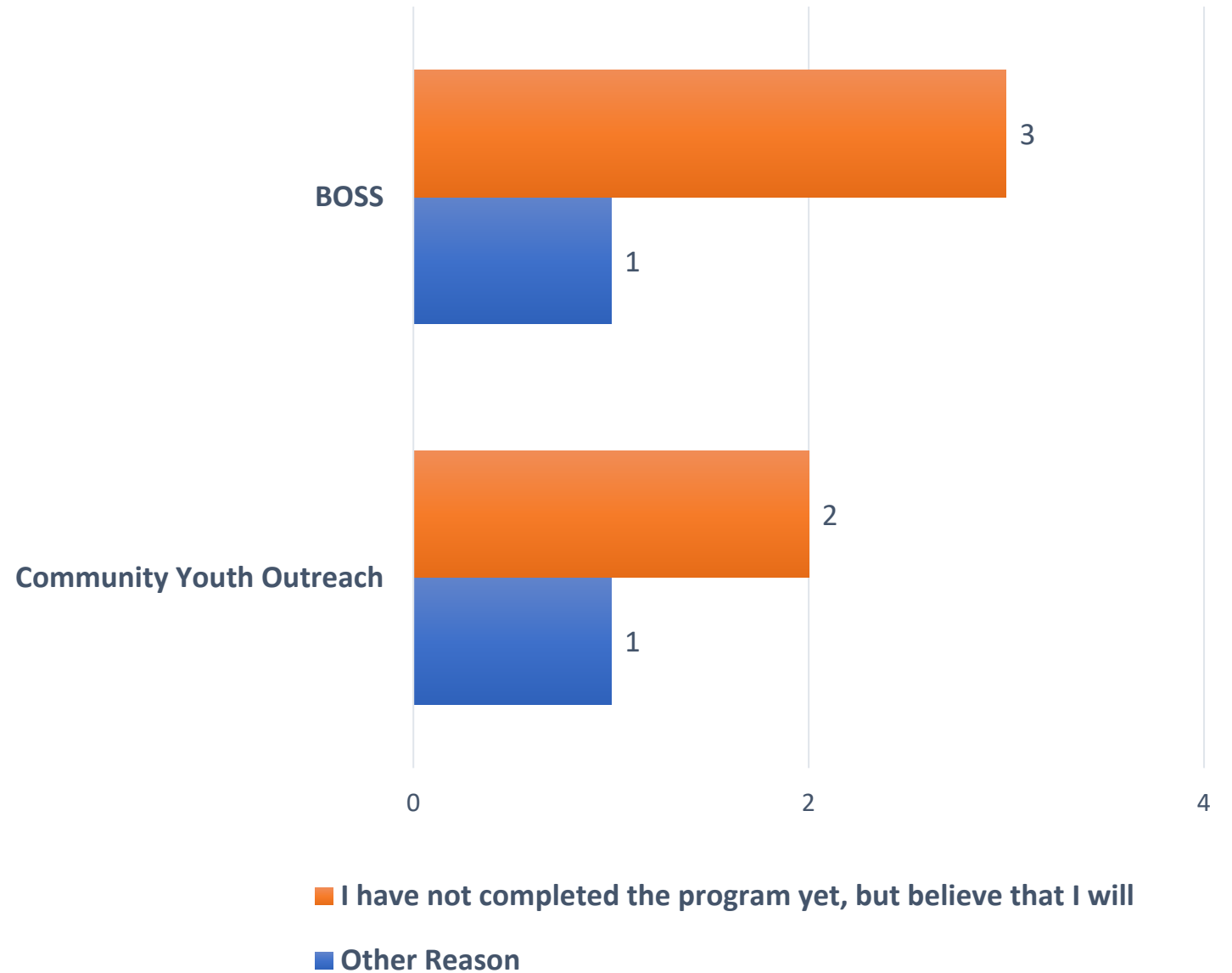
- 100% of responders found the program/ service to be useful. (N=12)

Did you complete
or graduate from
the
program/service?

- Yes
- No



Please tell us why you did not complete or graduate from the program/service. Select all that apply.

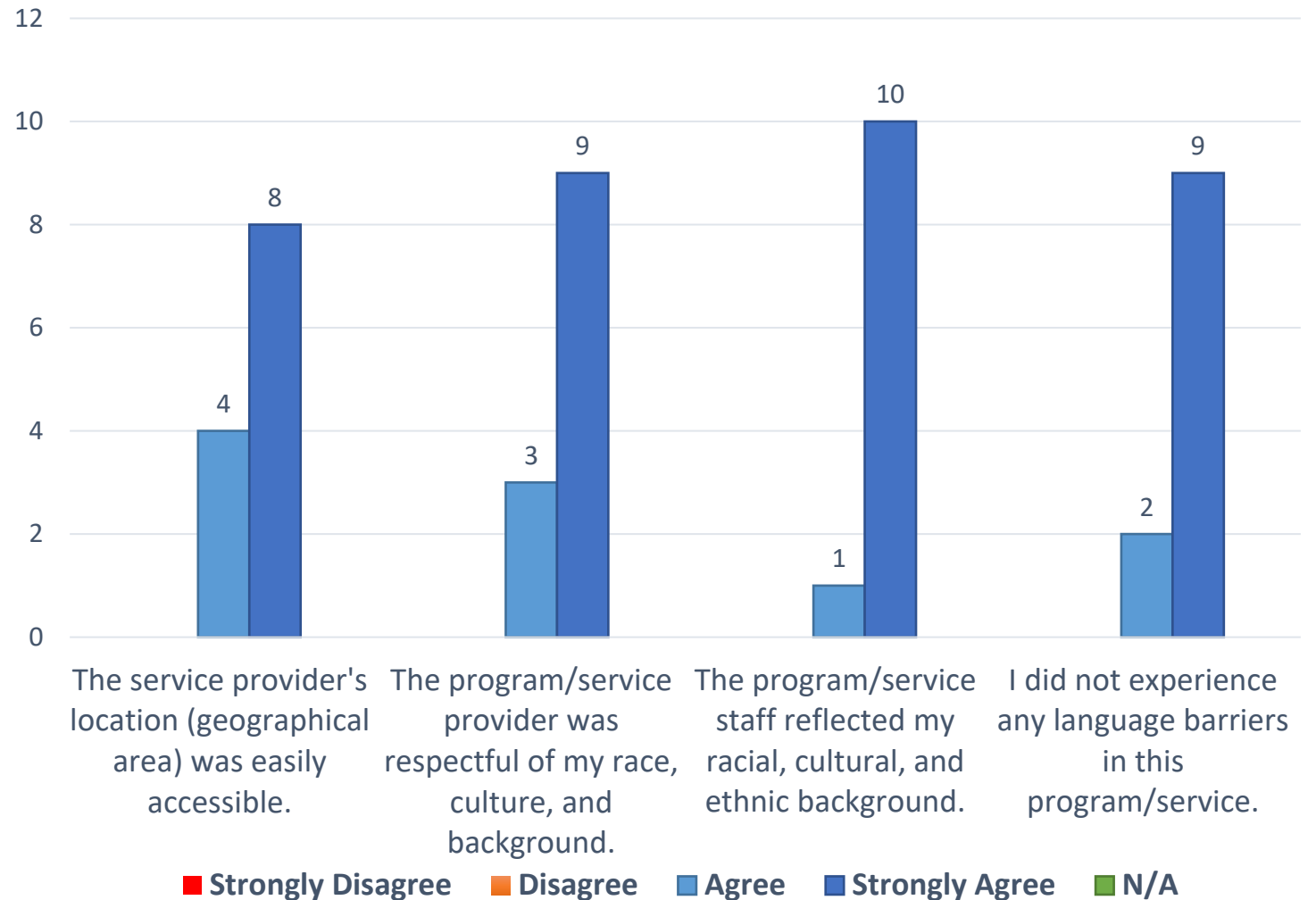


How could the program/service have been improved to better ensure that you finished? Select all that apply

- More timely access (n=2)
- Incentives

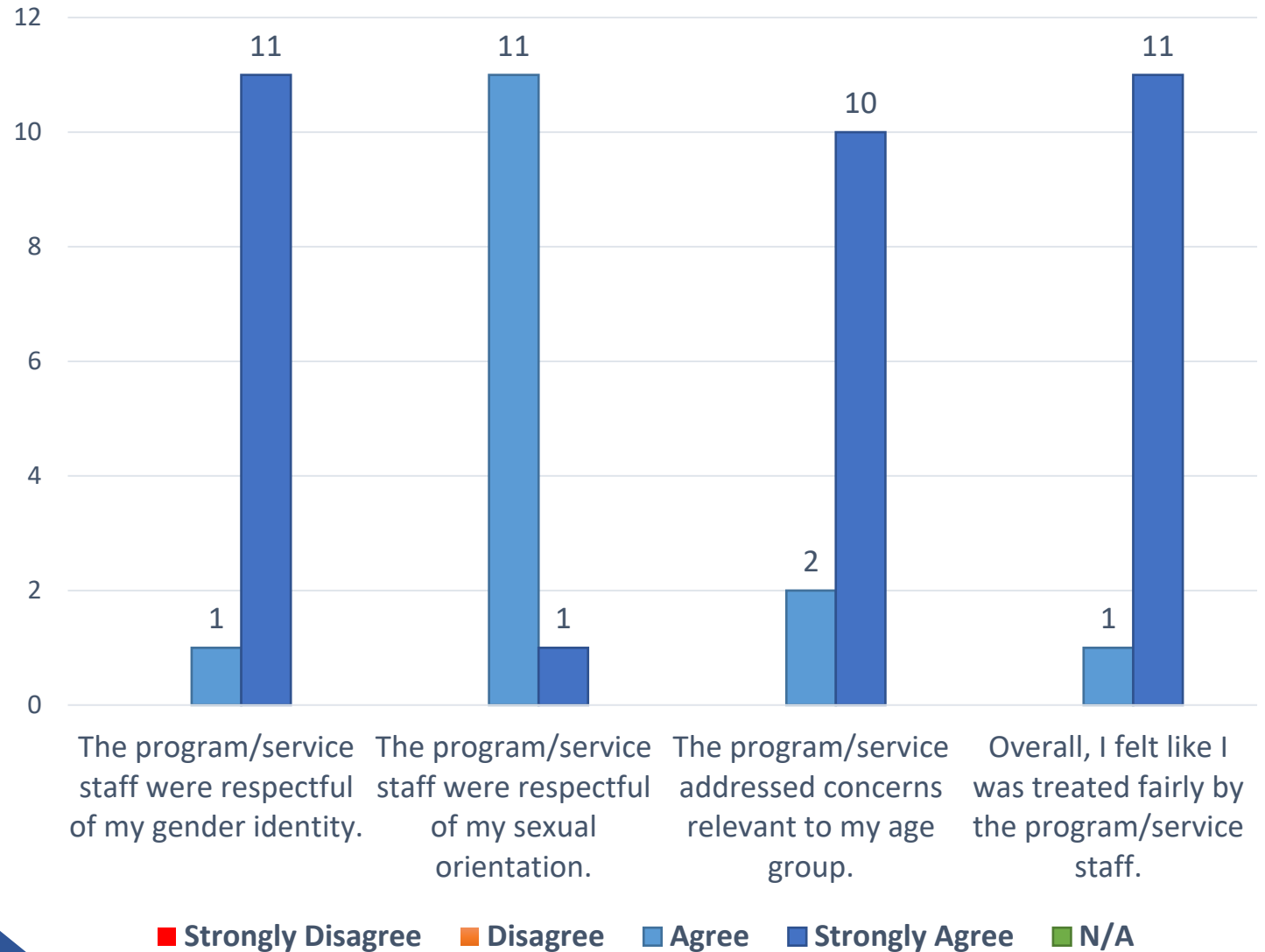
N=1 for each response unless otherwise noted

Please indicate to what extent you agree or disagree with each of the following statements



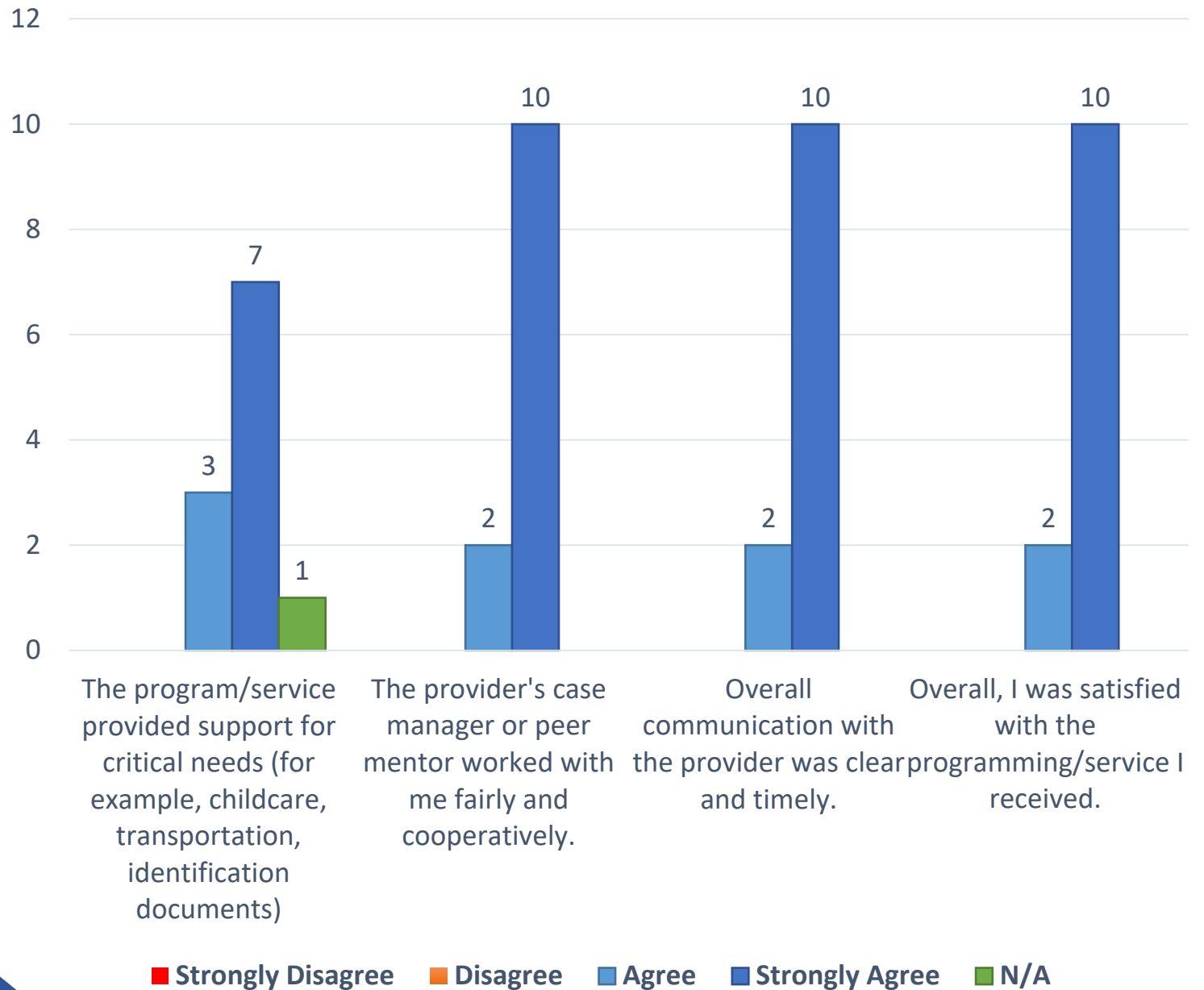
N=1 did not respond these questions

Please indicate to what extent you agree or disagree with each of the following statements



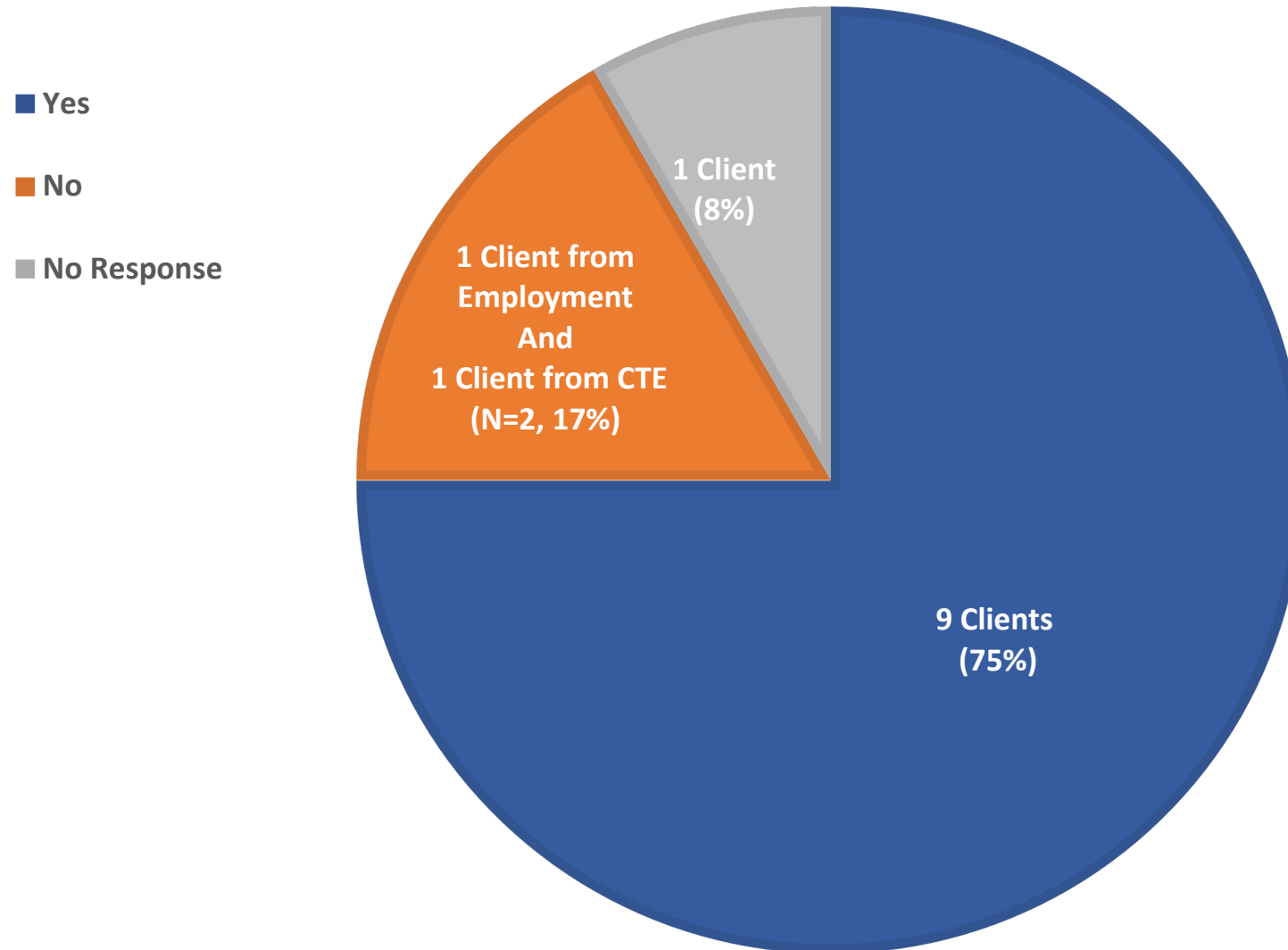
N=1 did not respond to these questions

Please indicate to what extent you agree or disagree with each of the following statements

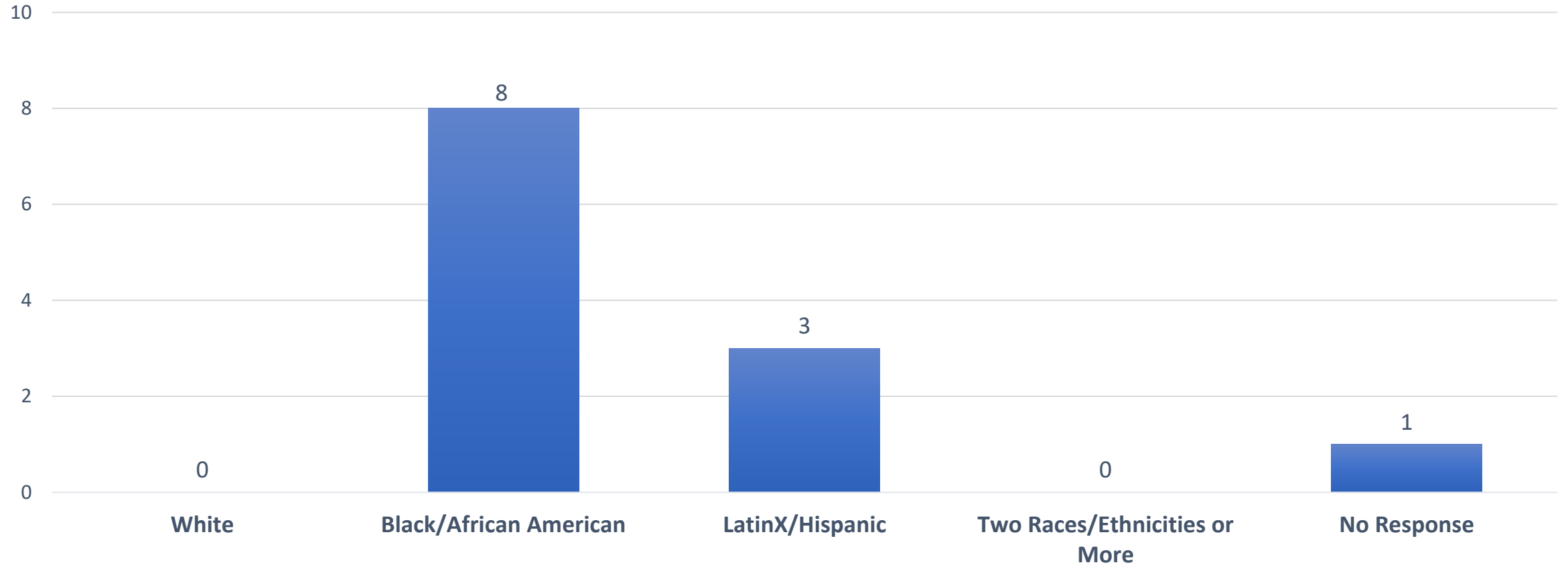


N=3 did not respond to these questions

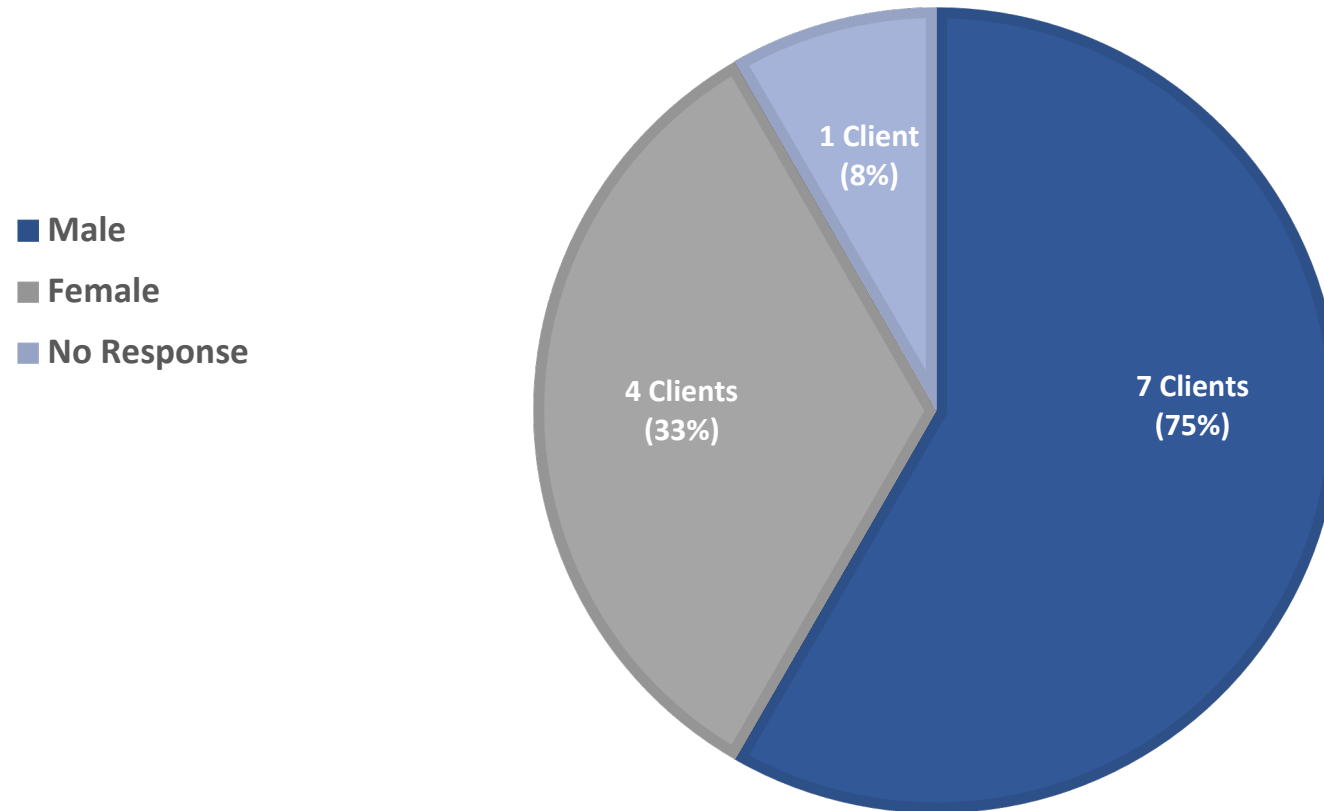
Did the program/service offer you any financial assistance (e.g. payments, vouchers, gift cards, bus passes/clipper cards, etc.)?



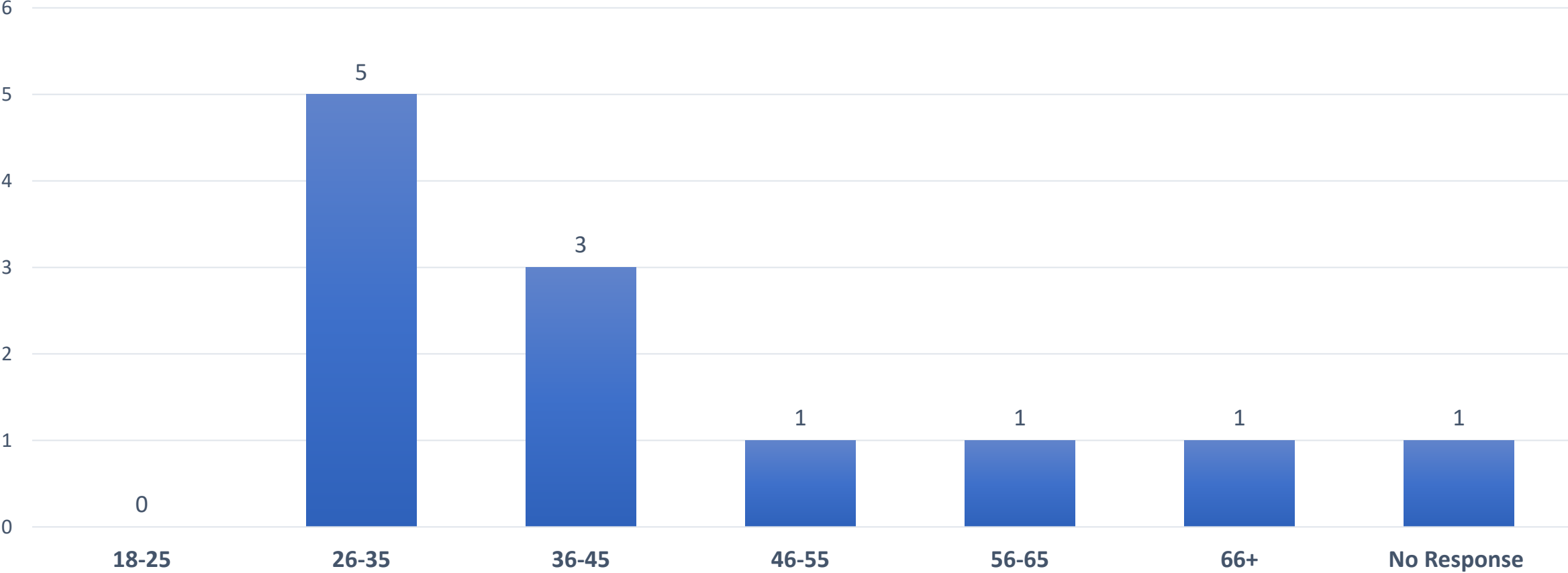
What is your race/ethnicity? Select all that apply



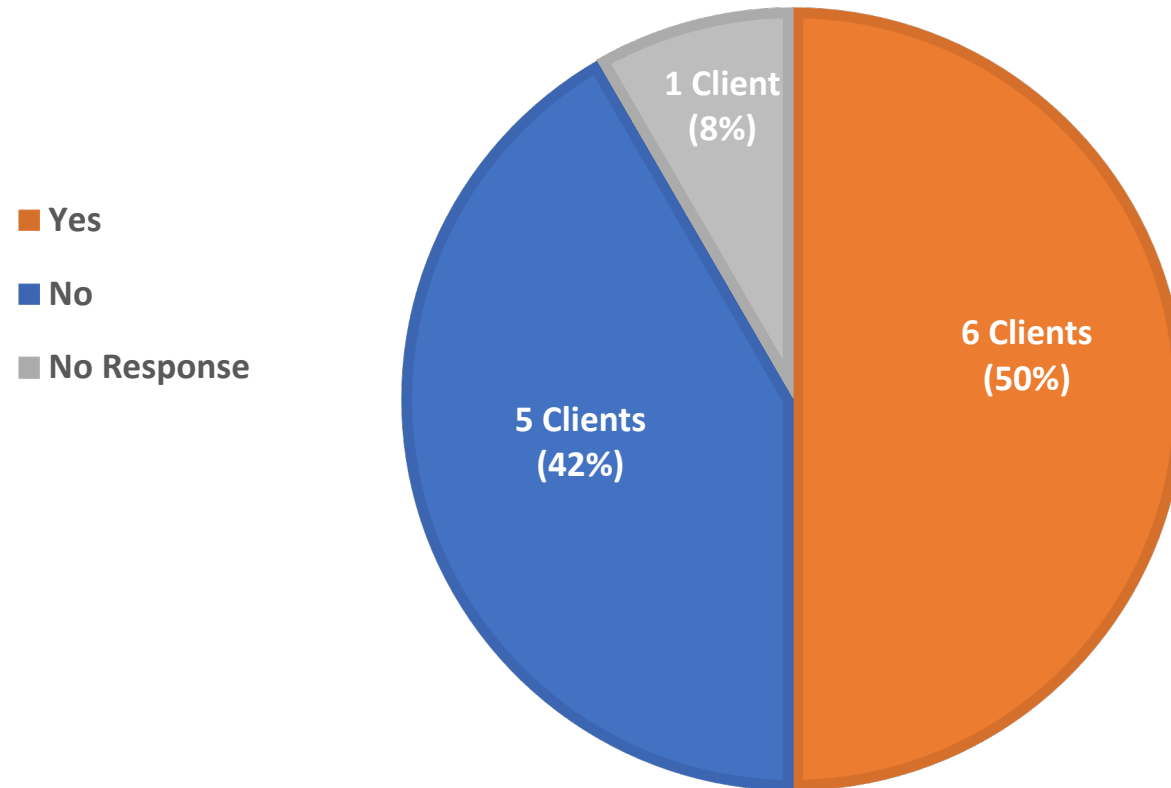
What gender do you identify with?



What is your age?



Do you currently have a job where you receive a regular paycheck?



Do you currently have a stable place to stay, live, or sleep?

